WEST Search History for Application 10630392

Creation Date: 2010031320:03

(compliance adj indicator)PGPB, USPT, USOC, EPAB, JPAB, DWPI,
TDBD OR YES 09-19-2008
((compliance adj indicator)) and (customer adj (relationship or (case adj
management)))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008
(customer adj (relationship or (case adj management)) and (compliance adj indicat$))PGPB,
USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008
((customer or consumer) same (relation$ or (case adj management)) and (compliance adj
indicat$))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008
((customer or consumer or buyer) same (relation$ or (case adj management)) and
(compliance adj indicat$))PGPB, USPT, USOC, EPAB, JPAB, DWPI,
TDBD OR YES 09-19-2008
(customers same providers same access$ same (case adj management))PGPB, USPT,
USOC, EPAB, JPAB, DWPI, TDBD OR YES 02-03-2009
(case adj management)PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 06-05-2009
((case adj management)) and (interface same (plural$ or many or (more adj than adj one) or
multipl$) same cases same (view$ or output$ or display$))PGPB, USPT, USOC, EPAB, JPAB,
DWPI, TDBD OR YES 06-05-2009
((case adj management) and (interface same (plural$ or many or (more adj than adj one) or
multipl$) same cases same (view$ or output$ or display$))) and (request$ same service$
same customer same provider)PGPB, USPT, USOC, EPAB, JPAB, DWPI,
TDBD OR YES 06-05-2009
((case adj management) and (interface same (plural$ or many or (more adj than adj one) or
multipl$) same cases same (view$ or output$ or display$)) and (request$ same service$
same customer same provider)) and ((select$ or pick$ or choos$) same (case or
application))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 06-05-2009

Prior Art Searches

Query	DB	Op.	Plur.	Thes.	Date
((case adj manag$) same (customers same providers))	PGPB, USPT	OR	YES		02-17-2010
(((case adj manag$) same (customers same providers))) and ((hierarch$ or tier) same case same assign$)	PGPB, USPT	OR	YES		02-17-2010
(((case adj manag$) same (customers same providers))) and ((hierarch$ or tier) same case)	PGPB, USPT	OR	YES		02-17-2010
((case same manag$) and ((hierarch$ or tier) same case))	PGPB, USPT	OR	YES		02-17-2010
((case adj2 manag$) and ((hierarch$ or tier) same case))	PGPB, USPT	OR	YES		02-17-2010
	PGPB, USPT	OR	YES		02-17-2010

(((case adj2 manag$) and ((hierarch$ or tier) same case))) and (customers same providers)					
(((case adj2 manag$) and ((hierarch$ or tier) same case)) and (customers same providers)) and complian$	PGPB, USPT	OR	YES		02-17-2010
(((case adj2 manag$) and ((hierarch$ or tier) same case)) and (customers same providers)) and (complian$ same (compar$ or threshold))	PGPB, USPT	OR	YES		02-17-2010
20040254816[pn]	PGPB, USPT	OR	YES		02-17-2010
(20040254816[pn]) and (case same manag$)	PGPB, USPT	OR	YES		02-17-2010
(customer adj relationship adj manag$)	PGPB, USPT	OR	YES		02-17-2010
(customer adj relationship adj manag$)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((case adj2 manag$) and ((hierarch$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((case adj2 manag$) and ((hierarch$ or tier) same case))) and (customers same providers)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((case adj2 manag$) and ((hierarch$ or tier) same case)) and (customers same providers)) and (complian$ same (compar$ or threshold))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((customer adj relationship adj manag$)) and ((hierarch$ or tier) same case)	PGPB, USPT, USOC, EPAB, JPAB,	OR	YES		02-17-2010

	DWPI, TDBD				
((customer adj relationship adj manag$) and ((hierarch$ or tier) same case)) and (customers same providers)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((customer adj relationship adj manag$) and ((hierarch$ or tier) same case) and (customers same providers)) and (komplian$ same (compar$ or threshold))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(20040254816 or 7130807 or 6611867)[pn]	PGPB, USPT	OR	YES		02-17-2010
((20040254816 or 7130807 or 6611867)[pn]) and (case adj manag$)	PGPB, USPT	OR	YES		02-17-2010
((customer adj relationship adj manag$) and ((hierarch$ or tier) same case)) and (komplian$ same (compar$))	PGPB, USPT	OR	YES		02-17-2010
((customers same providers) and ((hierarch$ or tier) same case))	PGPB, USPT	OR	YES		02-17-2010
((customers same providers) and ((hierarch$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((customers same providers) and ((hierarch$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((customers same providers) and ((hierarch$ or tier) same case))) and (komplian$ same (compar$))	PGPB, USPT, USOC, EPAB, JPAB, DWPI,	OR	YES		02-17-2010

	TDBD				
(((customers same providers) and ((hierarch$ or tier) same case)) and (complian$ same (compar$))) and(case adj manag$)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((customers same providers) and ((hierarch$ or tier) same case)) and (complian$ same (compar$))) and(case same manag$)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adj interface) same (crm or (customer adj relationship same management)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adj interface) same (crm or (customer adj relationship same management)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management)))) and (case adj (summar$ and status))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management)))) and (case same (summar$ or status))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management)))) and (case same (summar$ and status))	PGPB, USPT, USOC,	OR	YES		02-17-2010

	EPAB, JPAB, DWPI, TDBD				
(((user adj interface) same (crm or (customer adj relationship same management)))) and (complian$ same (compar$))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management))) and (complian$ same (compar$))) and ((hierarch$ or tier) same case)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management)))) and ((hierarch$ or tier) same case)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management))) and ((hierarch$ or tier) same case)) or (((user adj interface) same (crm or (customer adj relationship same management))) and (complian$ same (compar$)) and ((hierarch$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management))) and ((hierarch$ or tier) same case)) or (((user adj interface) same (crm or (customer adj relationship same management))) and (complian$ same (compar$)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(705/1 or 705/7 or 705/8 or 705/9 or 379/265 or 379/266)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-03-2010

((705/1 or 705/7 or 705/8 or 705/9 or 379/265 or 379/266)) and ((customer adj relationship adj management) or crm)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-03-2010
((705/1 or 705/7 or 705/8 or 705/9 or 379/265 or 379/266) and ((customer adj relationship adj management) or crm)) and ((customer or agent or provider or representative) adj interface)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-03-2010